

Central Pines Regional Council 2023-2025 Strategic Business Plan Summary

MISSION

Central Pines Regional Council is a member-driven organization serving as a leading resource to connect communities and enhance their strategic priority outcomes through regional policy, collaboration, and technical assistance at the local, regional, and state level.

VISION

Central Pines Regional Council is the premier regional organization that addresses the needs of members by leading work focused on comprehensive, innovative, timely, and reliable solutions for the region.

Organizational Principles

- Service to our Members
- Diversity, Equity & Inclusion
- Data-Driven Decision Making
- Thought Leadership
- Service Alignment

Core Values

- Integrity & Trustworthiness
- Excellent Customer Service
- Well-informed Leadership
- Solutions & Results

THRIVING COMMUNITIES | CONNECTED COMMUNITIES | RESILIENT COMMUNITIES | EQUITABLE COMMUNITIES

Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4	Focus Area 5	Focus Area 6
Aging & Human Services	Community & Economic Development	Housing	Environment & Resilience	Member Support and Strategy	Mobility and Transportation
A seamless network of information and support is critical for the well-being of our region’s rapidly growing older adult population. The Central Pines Regional Council’s Area Agency on Aging administers funding and programs that connect older adults to resources, assists partners to make holistic and strategic decisions about aging services, and helps members design livable communities for community members of all ages and support aging in communities.	CPRC’s economic development program facilitates coordinated regional projects and builds capacity for local economic development activities that attract investment in large, small, urban, suburban, and rural communities Through the implementation of the region’s Comprehensive Economic Development Strategy (CEDS), Strength in Numbers, CPRC also develops and monitors a sustainable regional vision for development.	Every individual in our region deserves access to stable housing. This belief guides CPRC’s housing program, which works directly with local governments, community organizations, and developers to preserve, improve, and build affordable housing. CPRC helps structure a regional housing approach that embraces the continuum of housing needs – from homelessness to homeownership. Staff provides various education, technical assistance, facilitation, research & data analysis, and fund administration to meet communities where they are in their housing efforts.	Resilient communities are defined by their ability to bounce back from acute disasters or long-term stressors by actively influencing and preparing for economic, social, and environmental change. However, every community is only as resilient as its neighbors. CPRC is building an environmentally healthy, sustainable, and resilient region through relationship-building, resource prioritization, and projects that improve the efficiency and sustainability of community design and services.	Local governments are navigating rapid changes that are vastly impacting operations. Meeting the demands of the public in a cost-efficient and forward-thinking manner is a daunting task. CPRC helps the region respond to new realities through expertise and assistance that is accessible to organizations of every size and structure. The member support and strategy focus area include a comprehensive array of strategic and technical services to help member governments address evolving public sector workplaces, and make data-driven, strategic decisions amidst an ever-changing region.	Mobility and transportation planning naturally affect multiple communities at once. Coordinated approaches to this work ensure seamless travel across communities for residents living and working across the region. CPRC provides technical support and guidance on long-term, large-scale, and community-specific plans while stressing an approach that considers investment impacts in the broader community context of growth, economic development, sustainability, housing availability/affordability, and access to transportation options.

Internal Operations

FOCUS AREA 1	FOCUS AREA 2	FOCUS AREA 3	FOCUS AREA 4	FOCUS AREA 5	FOCUS AREA 6	INTERNAL OPERATIONS
Aging & Human Services	Community & Economic Development	Housing	Environment & Resilience	Member Support and Strategy	Mobility and Transportation	
Goal 1: There will be a sufficient and well-trained workforce that can support the needs of an aging population, especially those who are frail and vulnerable.	Goal 1: Increase alignment between the Comprehensive Economic Development Strategy (CEDS) and CPRC's focus areas.	Goal 1: Streamline home repair programs in the region.	Goal 1: Support effective local government collaboration opportunities with an emphasis on enhancing regional impact	Goal 1: Increase regional awareness and engagement	Goal 1: Encourage and facilitate coordination of regional transportation efforts	Goal 1: Improve CPRC's internal operations, policies, and procedures.
Goal 2: Expand access to aging services and support in an equitable and inclusive manner.	Goal 2: Broaden services and support for projects that enhance economic wellbeing in the region.	Goal 2: Support a regional approach or initiative to housing affordability and availability.	Goal 2: Implement a phased approach to meeting the region's needs in emergency management, resilience, and public safety	Goal 2: Support local government's sustainability of service and ability to be responsive to the needs of employees and the community.	Goal 2: Improve collaboration between transportation and other focus areas	Goal 2: Rebrand the organization and leverage multiple communication methods to inform on the new rebrand
Goal 3: Aging adults and persons with disabilities will have the opportunity to live in a dignified manner in the least restrictive environment and will receive the respect, support, and services necessary to enhance personal safety, health, and well-being.	Goal 3: Enhance community capacity of local governments and regional partners	Goal 3: Serve as a thought leader in inclusive housing policy recommendations and program accessibility.	Goal 3: Increase knowledge of regional trends, partnerships, and funding opportunities through local government and stakeholder relationships in the region	Goal 3: Increase regional cooperation and initiatives cross-sector, cross-government in the Triangle by connecting internal programs and members with federal, state, and philanthropic resources	Goal 3: Better communicate the benefits/value of transportation work.	Goal 3: Be the employer of choice in the region through enhanced engagement and development of our core values and organizational principles.
						Goal 4: Effectively manage organizational growth

Focus Area 1: Aging & Human Services

Goal 1	There will be a sufficient and well-trained workforce that can support the needs of an aging population, especially those who are frail and vulnerable.
Strategies	<p>S1.1.1: Offer pre-monitoring visits to provide technical assistance to a new service partner staff members to ensure knowledge of requirements and best practices.</p> <p>S1.1.2: Offer orientation services to new service partners and their staff and refreshers to more experience staff, where needed.</p> <p>S1.1.3 Offer and facilitate group roundtables for sharing best practices with key staff in service partner agencies, i.e., directors, family caregiver specialists, senior center/health promotion staff.</p> <p>S1.1.4: Monitoring oversight of funded services and of staff credentialing as required to assure a high level of quality and compliance.</p> <p>S1.1.5: Collaborate with the Community and Economic Development focus area and other like-minded community groups to share information and opportunities to address workforce issues and enhance workforce development and training.</p> <p>S1.1.6: Long-term care Ombudsmen will offer residents' rights training to staff in long-term care homes.</p> <p>S1.1.7: Offer and expand consumer-directed programs (where the consumer is the employer) as an alternative to traditional in-home care services.</p>
Key Performance Indicators	<p>KPI 1: Number of pre-monitoring sessions <i>(track via internal FY Accomplishments/Activities List)</i></p> <p>KPI 2: Number of orientation sessions <i>(track via internal FY Accomplishments/Activities List)</i></p> <p>KPI 3: Numbers of group sessions provided for key staff <i>(track via internal FY Accomplishments/Activities List)</i></p> <p>KPI 4: Annual service monitoring compliance percentage <i>(annual compliance percentage based on service monitoring reports/traditional funding not covid funding)</i></p> <p>KPI 5: Number of Resident's Rights Training Sessions <i>(NC NORS data)</i></p> <p>KPI 6: Number of funded consumer-directed programs and counties served <i>(program records)</i></p>
Goal 2	Expand access to aging services and support in an equitable and inclusive manner.
Strategies	<p>S1.2.1: Ongoing monitoring of waiting lists for changes or movement.</p> <p>S1.2.2: Where appropriate, encourage the use of quality improvement processes or tools to strengthen services, availability, and effective screening.</p> <p>S1.2.3: Encourage a reevaluation of currently funded services, community needs, and utilization patterns in the Home and Community Care Block Grant committee process to assess for alignment or for needed changes in services and funding amounts.</p> <p>S1.2.4: Promote education and information on the importance of equity and inclusion for mature adults and those living with disabilities or disease processes.</p> <p>S1.2.5: Review community demographics for targeted and priority groups (ex. minority, rural, living at or below poverty) and funded service demographics, as a part of the monitoring process and administration of Older Americans Act funding.</p>
Key Performance Indicators	<p>KPI 1: Number of Individuals on the ARMS waiting list. <i>(ARMS waiting list report)</i></p> <p>KPI 2: Number of service providers that voluntarily adopted decision-informing tools. <i>(Track via internal aAccomplishments/Activities list and monitoring reports)</i></p>
Goal 3	Aging adults and persons with disabilities will have the opportunity to live in a dignified manner in the least restrictive environment and will receive the respect, support, and services necessary to enhance personal safety, health, and well-being.
Strategies	<p>S1.3.1: Promote formal adoption of AARP's network of Age-Friendly States and Communities by local governments</p> <p>S1.3.2: Promote safety, protection and respect for the rights of older adults through adult or elder abuse prevention and awareness activities, funded legal assistance services, and collaboration with like-minded groups.</p> <p>S1.3.3: Expand and sustain evidence-based programs that seek to prevent falls, improve the self-management of chronic conditions, and that educate family caregivers for vulnerable individuals.</p> <p>S1.3.4 Provide information assistance and options counseling to those seeking service and resource information.</p>

	<p>S1.3.5 Share information and education about the needs of an aging population to local governments and the community.</p> <p>S1.3.6 Collaborate with the Community and Economic Development and Housing focus areas to share information and opportunities to address housing and economic security needs of the aging population.</p>
<p>Key Performance Indicators</p>	<p>KPI 1: Number of communities that commit to the AARP Age Friendly States and Communities network, including the development and implementation of a livable community plan. <i>(Number/name of community on Age-Friendly Communities website)</i></p> <p>KPI 2: Number of educational or awareness activities regarding adult and elder abuse provided to the community; numbers of Legal Services Assistance clients, number of counties with AAA participation in the Multidisciplinary Teams addressing adult abuse, number of Long-Term Care Ombudsman closed complaints, continued membership and participation in the NC Partnership against Adult Abuse. <i>(Elder Abuse funding utilization activity, LANC annual report/self-assessment report for number of legal assistance clients served; number of MDTs/counties AAA attends; NC NORS Ombudsman closed complaints; NCPAAS membership participation yes/no)</i></p> <p>KPI 3: Number of evidence-based health promotion programs offered with Older Americans Act funding. <i>(Reporting for Title III-D and FCSP funding)</i></p> <p>KPI 4: Number of reported Information, Assistance, and Options Counseling requests <i>(ARMS I&OC contacts report, Peer Place report)</i></p> <p>KPI 5: Number of information and educational activities provided to local governments and other non-aging network stakeholders. <i>(track via internal Accomplishments/Activities list, NORS report of LTC Ombudsman activities)</i></p>

Focus Areas 2: Community & Economic Development

Goal 1	Increase alignment between the Comprehensive Economic Development Strategy (CEDS) and CPRC's focus areas.
Strategies	<p>S2.1.1: Adjust the CEDS' goals and actionable items to foster greater internal/external engagement</p> <p>S2.1.2: Work with other focus areas to incorporate CEDS into the work they perform</p> <p>S2.1.3: Develop a brand for the CEDS for increased utilization, investment, and collaboration, which is inclusive of the CPRC brand</p> <p>S2.1.4 Leverage staff and funding between the Community and Economic Development and Housing Focus Areas to reduce duplication and streamline services</p>
Key Performance Indicators	<p>KPI 1: Number of CEDS Projects that include multi-focus area Collaboration</p> <p>KPI 2: Number of subscribers of CEDS communications</p> <p>KPI 3: Number of local and regional projects facilitated through CEDS</p> <p>KPI 4: Number of attendees to CEDS related events</p>
Goal 2	Broaden services and support for projects that enhance economic wellbeing in the region.
Strategies	<p>S2.2.1: Enhance promotion of local and regional resources related to human and social services on behalf of local governments</p> <p>S2.2.2: Convene workforce development partners and strategize opportunities to enhance economic mobility and accessibility in the region</p> <p>S2.2.3: Annually update and analyze data related to underserved populations</p> <p>S2.2.4: Partner with Aging and Human Services Focus Area to better align aging in place efforts</p> <p>S2.2.5: Spur greater investment in rural communities</p>
Key Performance Indicators	<p>KPI 1: Number of projects started that support low-income and senior housing</p> <p>KPI 2: Number of convenings with workforce-related partners</p> <p>KPI 3: Number of meetings with Aging and Human Services Focus Area staff and related partners</p> <p>KPI 4: Amount of funding that is facilitated by CPRC into rural communities</p>
Goal 3	Enhance community capacity of local governments and regional partners
Strategies	<p>S2.3.1: Expand education around the importance of Community & Economic Development programs</p> <p>S2.3.2: Further investment in the region related to community and economic development processes and projects</p> <p>S2.3.3: Foster intentional cross-sectoral partnerships to build community-based solutions and investments</p>
Key Performance Indicators	<p>KPI 1: Number of successful CEDS grant and loan applications</p> <p>KPI 2: Amount of CEDS grant and loan funding awarded</p> <p>KPI 3: Number of stakeholder events related to CEDS programs</p>

Focus Areas 3: Housing

Goal 1	Streamline home repair programs in the region
Strategies	<p>S3.1.1: Expand utilization of referral services in the region</p> <p>S3.1.2: Leverage local and state dollars through collaborative partnerships to strengthen flexibility and size of home repair projects</p> <p>S3.1.3: Enhance collaboration with the Aging and Human Services and Environment and Resilience Focus Areas to better support home repair and housing programs</p>
Key Performance Indicators	<p>KPI 1: Amount of funding utilized in the program</p> <p>KPI 2: Number of Household Referrals to Home Repair Program</p> <p>KPI 3: Number of Home Repair Projects Completed</p>
Goal 2	Support a regional approach or initiative to housing affordability and availability
Strategies	<p>S3.2.1: Establish a regional framework that allows member governments to work together to address shared housing challenges</p> <p>S3.2.2: Identify relevant affordable and workforce housing strategies that guide advancement of affordable housing goals in the region</p> <p>S3.2.3: Update and analyze regional housing data on an annual basis</p> <p>S3.2.4: Offer and promote educational gatherings related to affordable</p>
Key Performance Indicators	<p>KPI 1: Number of External Work Products created relating to regional and local housing issues</p> <p>KPI 2: Number of housing related events in which staff actively participated</p> <p>KPI 3: Number of multi-jurisdictional projects facilitated</p>
Goal 3	Serve as a thought leader in inclusive housing policy recommendations and program accessibility
Strategies	<p>S3.3.1: Collaborate with community-based partners and member governments to understand funding and policy needs in the region</p> <p>S3.3.2: Serve as a liaison between member governments and state and federal partners</p>
Key Performance Indicators	<p>KPI 1: Number of Communications around Housing Policy</p>

Focus Area 4: Environment & Resilience

Goal 1	Support effective local government collaboration opportunities with an emphasis on enhancing regional impact
Strategies	<p>S4.1.1: Provide reliable, professional service to long-term projects, through methods including transferring relevant expertise, skills, and knowledge to our members/partnerships</p> <p>S4.1.2: Work with Community & Economic Development, Housing, and Transportation & Mobility focus area, to secure funding (e.g., "green jobs" and electric vehicles)</p> <p>S4.1.3: Assist local governments with traditional and innovative stormwater environment and resilience needs.</p>
Key Performance Indicators	<p>KPI 1: Number of new governmental regional partnerships facilitated by Environment and Resilience on a yearly basis</p> <p>KPI 2: Number of total existing partnerships</p> <p>KPI 3: Level of satisfaction of local governments</p> <p>KPI 4: Grant dollars received on behalf of local government members</p> <p>KPI 5: Total number of grant submissions by Environment and Resilience focus area</p> <p>KPI 6: Total number of governments engaged in formal partnerships</p>
Goal 2	Implement a phased approach to meeting the region's needs in emergency management, resilience, and public safety
Strategies	<p>S4.2.1: Scope and implement the state-provided recovery, resilience, and mitigation grant with feedback from county Emergency Management staff.</p> <p>S4.2.2: Provide support to address local government public safety needs.</p>
Key Performance Indicators	
Goal 3	Increase knowledge of regional trends, partnerships, and funding opportunities through local government and stakeholder relationships in the region
Strategies	<p>S4.3.1: Engage with the NC Department of Environmental Quality, especially the Division of Water Resources, to understand environmental trends and to be aware in advance of funding opportunities, policy/regulatory drivers that will affect members, and collaboration opportunities</p> <p>S4.3.2: Engage with the NC Local Government Commission</p> <p>S4.3.3: Engage with the North Carolina League of Municipalities and North Carolina Association of County Commissioners</p> <p>S4.3.4 Engage with Foundations</p>
Key Performance Indicators	

Focus Area 5: Member Support and Strategy

Goal 1	Increase regional awareness and engagement
Strategies	<p>S5.1.1: Collect and translate member insights and needs into internal info and analysis (Annual Member Survey)</p> <p>S5.1.2: Utilize data to identify gaps in services and collaboratively design responses/programs</p> <p>S5.1.3: Enhance staff knowledge of member government needs</p> <p>S5.1.4: Develop engagement strategy for each focus area</p> <p>S5.1.5: Strategically engage core partners: Chambers of Commerce, Universities, Community Colleges</p> <p>S5.1.6: Create a program for a stronger elected official and manager engagement</p> <p>S5.1.7: Improve comprehensive process for collecting and translating focus area activities and projects to members</p> <p>S5.1.8: Utilize events and webinars as a tool to engage stakeholders on project work</p>
Key Performance Indicators	<p>KPI 1: Percentage of member governments satisfied with program (very/somewhat satisfied)</p> <p>KPI 2: Percent of staff that feel prepared to work with member governments (very/somewhat prepared)</p> <p>KPI 3: Percent of member government staff who are confident of their understanding of the work CPRC does (very/somewhat confident)</p> <p>KPI 4: Percentage of managers participating in CPRC Programs</p> <p>KPI 5: Percentage of board participation and attendance year</p> <p>KPI 6: Number of attendees at events and webinars</p> <p>KPI 7: Percentage of member governments to total governments in region</p> <p>KPI 8: Number of events and webinars held</p> <p>KPI 9: Percent of member government staff who are aware that their government is a member of CPRC</p>
Goal 2	Support local government's sustainability of service and ability to be responsive to the needs of employees and the community.
Strategies	<p>S5.2.1: Sustain/grow grant assistance program for local governments</p> <p>S5.2.2: Design and implement a public workforce initiative that meets the needs of a broad coalition of member governments (aligned to CED)</p> <p>S5.2.3: Coordinate internally with plan for office space to align programming with vision for a public co-working space</p> <p>S5.2.4 Develop and implement member support of finance, HR, and planning services in partnership with Mid Carolina Regional Council</p>
Key Performance Indicators	<p>KPI 1: Number of grants submitted</p> <p>KPI 2: Number of Multi-Jurisdictional Grant Applications Submitted</p> <p>KPI 3: Percent of member governments contracted to MSS in one or more programs</p>
Goal 3	Increase regional cooperation and initiatives cross-sector, cross-government in the Triangle by connecting internal programs and members with federal, state, and philanthropic resources
Strategies	<p>S5.3.1: Launch partnership program for CPRC</p> <p>S5.3.2: Stronger engagement with key decision makers</p> <p>S5.3.3: Serve as a vocal advocate for regional approaches</p> <p>S5.3.4: Increase access to unique funding models (across focus areas, etc.)</p>
Key Performance Indicators	<p>KPI 1: Percent change in new versus existing revenue over time</p> <p>KPI 2: Percent of Non-Profit Funding</p> <p>KPI 3: Percentage of member governments who view CPRC as a regional leader (Strongly Agree/Agree)</p>

Focus Area 6: Mobility and Transportation

Goal 1	Encourage and facilitate coordination of regional transportation efforts
Strategies	<p>S6.1.1: Integrate scenario planning to support the need for a regional vision</p> <p>S6.1.2: Facilitate dialogue between partner transportation organizations (MPOs, RPOs, NCDOT, transit agencies, and other stakeholders)</p> <p>S6.1.3: Continue rural transportation planning activities of the Triangle Area Rural Planning Organization (TARPO)</p> <p>S6.1.4: Continue coordination of regional planning efforts such as Metropolitan Transportation Plan and Air Quality Conformity</p> <p>S6.1.6: Seek new opportunities to support programs (such as federal grants available through Bipartisan Infrastructure Law)</p> <p>S6.1.7: Successfully integrate Durham Chapel Hill Carrboro MPO into the organization</p>
Key Performance Indicators	<p>KPI 1: Number of projects that were active during the past year</p> <p>KPI 2: Number of external meetings or events in which our staff actively participated</p> <p>KPI 3: Number of new projects initiated</p> <p>KPI 4: Number of visits to transportation project/program websites</p>
Goal 2	Improve collaboration between transportation and other focus areas
Strategies	<p>S6.2.1: Regularly communicate data metrics with other CPRC staff</p> <p>S6.2.2: Identify opportunities to share partnerships and networks</p> <p>S6.2.3: Coordinate on CPRC regional/inter-local projects such as Tri-Cities, Comprehensive Economic Development Strategy, and regional resiliency planning</p> <p>S6.2.5: Better integrate air quality and energy efficiency work</p> <p>S6.2.6: Better integrate RPO practices with other rural planning and technical assistance activities</p>
Key Performance Indicators	<p>KPI 1: Number of projects pursued in cooperation with other focus areas</p>
Goal 3	Better communicate the benefits/value of transportation work
Strategies	<p>S6.3.1: Update the Triangle Travel Demand Management plan, including evaluation and monitoring metrics geared toward societal impacts</p> <p>S6.3.2: Revitalize the Triangle Clean Cities Coalition through a strategic planning steering committee process</p> <p>S6.3.3: Seek opportunities to present information about our work</p> <p>S6.3.4: Use the CPRC datahub as a tool for sharing information</p> <p>S6.3.5: Create a performance measure dashboard for MTP</p>
Key Performance Indicators	<p>KPI 1: Number of resources (data, tables, maps, links, etc.) posted to data website</p>

Internal Operations

Goal 1	Improve CPRC's internal operations, policies, and procedures
Strategies	<p>SIO.1.1: Review and implement appropriate internal training and communication to ensure CPRC staff are knowledgeable on finance, HR, and administrative policies (survey each year)</p> <p>SIO.1.2: Review and adjust CPRC policies and procedures to provide an effective balance between compliance and flexibility</p> <p>SIO.1.3: Create a Policies/Procedures Manual for employees</p> <p>SIO.1.4: Refine budget, work plan, and annual report process to incorporate Strategic Plan and to keep stakeholders informed way seamlessly (i.e., all the documents should play off and work with each other)</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Percentage of policies and procedures reviewed • Percentage of employees that feel knowledgeable on internal policies and procedures • Percentage of employees that completed mandated company trainings
Goal 2	Rebrand the organization and leverage multiple communication methods to inform on the new rebrand
Strategies	<p>SIO.2.1: Ensuring the brand is adhered to by staff</p> <p>SIO.2.2: Require COG branding on any COG program or project</p> <p>SIO.2.3: New space reflects the region and brand</p> <p>SIO.2.4: Create and enforce brand strategy and guide to be adopted by the Board of Delegates</p> <p>SIO.2.5: Develop a brand implementation plan for new organizational name (if needed)</p>
Goal 3	Be the employer of choice in the region through enhanced engagement and development of our core values and organizational principles.
Strategies	<p>SIO.3.1: Complete an update to CPRC's pay and classification plan to remain competitive in accordance with Board's 4-year study requirement</p> <p>SIO.3.2: Create an employee engagement program that works to create a meaningful culture of belonging within the organization.</p> <p>SIO.3.3: Create forums for raising awareness of and appreciation of peer work across the organization, including a focused effort to help orient new employees to CPRC</p> <p>SIO.3.4: Continue to support and fund professional development and learning opportunities for employees</p> <p>SIO.3.5: Design/Develop a dynamic office space that meets the current and future needs of CPRC employees, members, and stakeholders</p> <p>SIO.3.6: Annual review of Personnel Policy and employee benefits to ensure that they meet the needs of employees and the organization</p> <p>SIO.3.7: Develop a performance measure dashboard</p> <p>SIO.3.8: Apply the Racial Equity tool (GARE) to all programs</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Percentage of employees that would recommend CPRC as a good place to work • Percentage of employees that believe they have the appropriate training and development opportunities • Percentage of employees that believe CPRCs pay and classification plan are competitive • Percent of total programs analyzed through the Racial Equity Tool (GARE) • Percentage of employees that believe CPRC's benefits are competitive • Percentage of employees that find their work at CPRC meaningful and fulfilling • Percentage of employees that are satisfied with the CPRC workplace environment (office, technology, amenities, etc.) • Percentage of member staff that would recommend CPRC as a good place to work
Goal 4	Effectively manage organizational growth
Strategies	<p>SIO.4.1: Transition to the LPA for Durham-Chapel Hill-Carrboro MPO</p> <p>SIO.4.2: Provide financial services and support to Mid Carolina Regional Council</p> <p>SIO.4.3: Develop a multi-year budgeting forecasting tool to plan for resources needed to meet the organization's growth</p> <p>SIO.4.4: Review feasibility of agenda creation software</p> <p>SIO.4.5.: Annual review of administrative staff capacity to ensure programmatic and organizational needs</p>

